

Michigan ITS Center

Serving the Southeast Michigan Freeways
www.michigan.gov/its

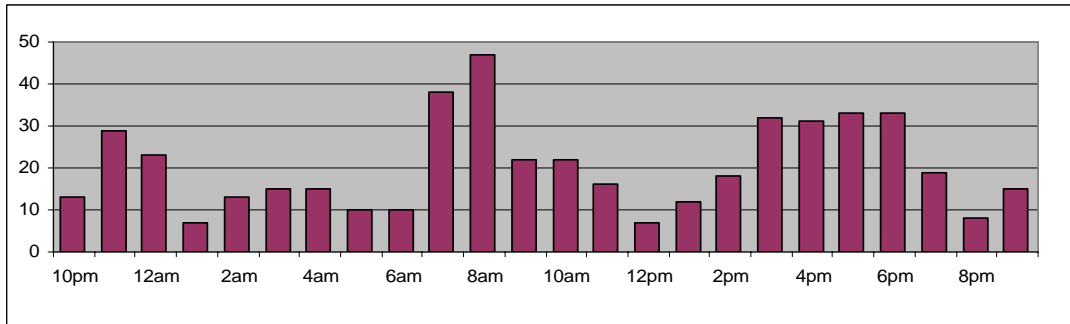


Mia Silver, PE PTOE
Michigan Department of Transportation
1060 6th Street
Detroit, MI 48226
SilverMa@michigan.gov

February 2007

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour



Total Incidents by Roadway

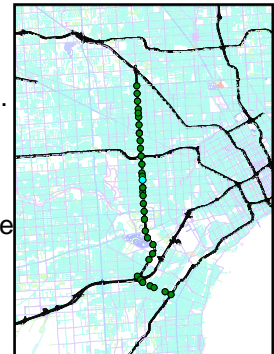
Freeway	Feb 2007	Jan 2007	Feb 2006
I-75	146	73	132
I-94	93	49	109
I-696 (Reuther)	73	50	63
I-96	65	32	48
M-10 (Lodge)	14	35	52
M-39 (Southfield)	54	22	46
I-275	40	18	29
I-375	4	4	0
TOTAL	489	283	479

Monthly Incident Activity

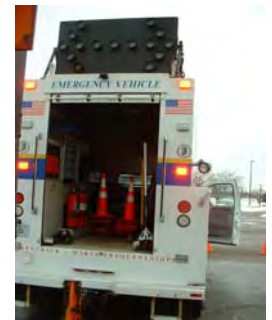
	Feb 2007	Jan 2007	Feb 2006
Freeway Closures	7	15	8
Lane Closures	39	39	42
Ramp Closures	3	3	6

MITS Center News

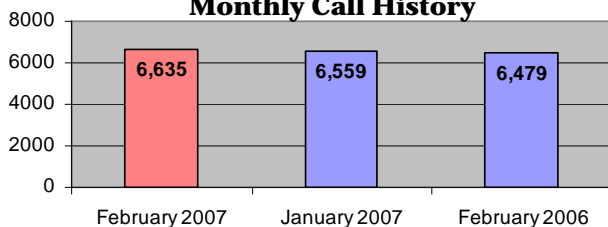
Mapped cross streets using GIS software of all freeway cross streets and intersections. This will map incidents and FCP data and provide a visual aid for interpreting data. Mapping FCP data will illustrate high demands and display where needs are so FCP can staff accordingly.



Visited Kalamazoo and met with Indiana's Hoosier Helper freeway service patrol. We discussed and reviewed their reporting and assisting process and equipment in a means to better help us evolve our own FCP program.



Monthly Call History



Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	5081
Michigan State Police	744
Media	425
MDOT Construction (Incoming)	64
MDOT Construction (Outgoing)	26
Other MDOT	97
ITS Maintenance	25
Other	173
Total	6635

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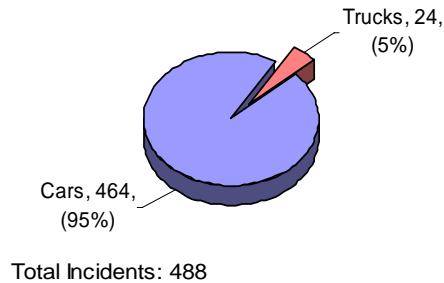
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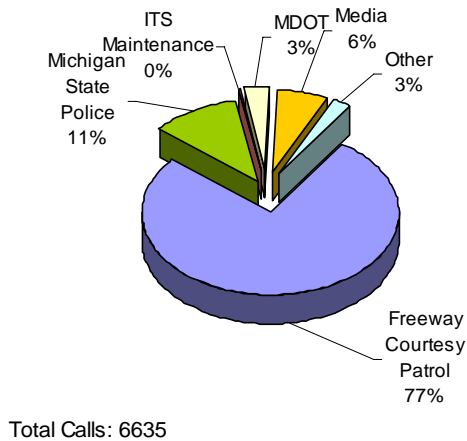
CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,060 assists that the Freeway Courtesy Patrol (FCP) provided during the month of February, 898 assists (22%) were dispatched by the FCP dispatchers located at the MITS Center.

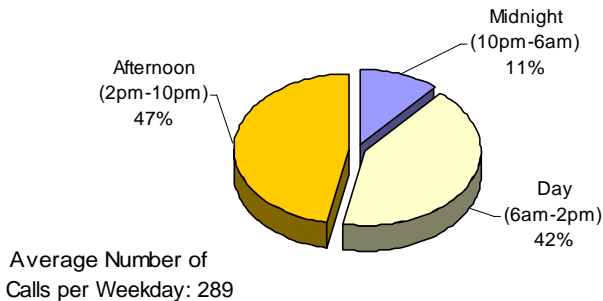
Vehicle Composition of Incidents



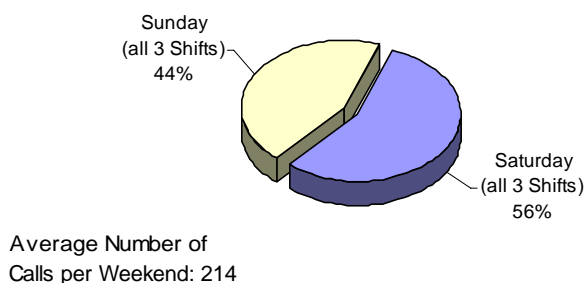
Calls by Type



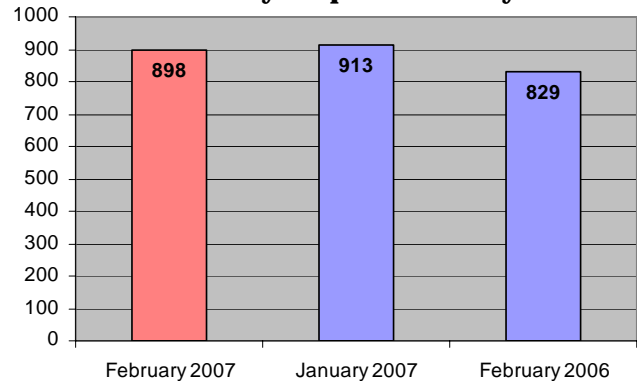
Calls by Weekday Shift



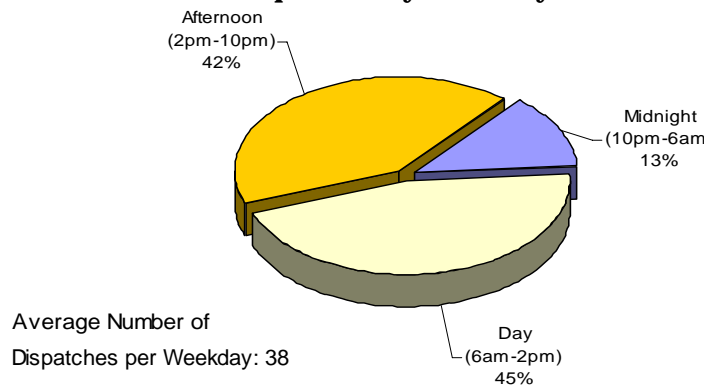
Calls by Weekend Day



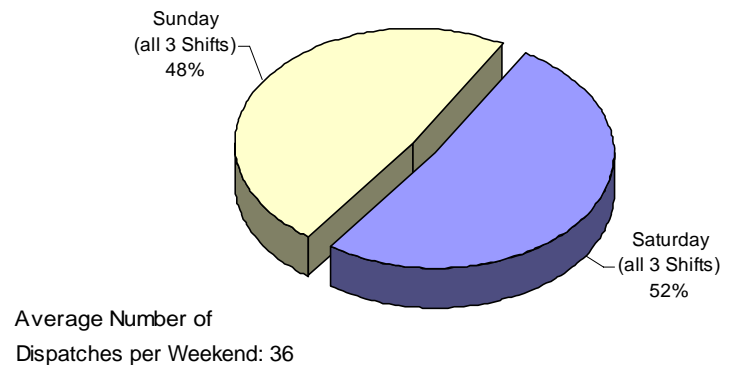
Freeway Courtesy Patrol Monthly Dispatch Activity



Freeway Courtesy Patrol Dispatches by Weekday Shift



Freeway Courtesy Patrol Dispatches by Weekend Day



Note: Additional FCP information may be found beginning on page 4.

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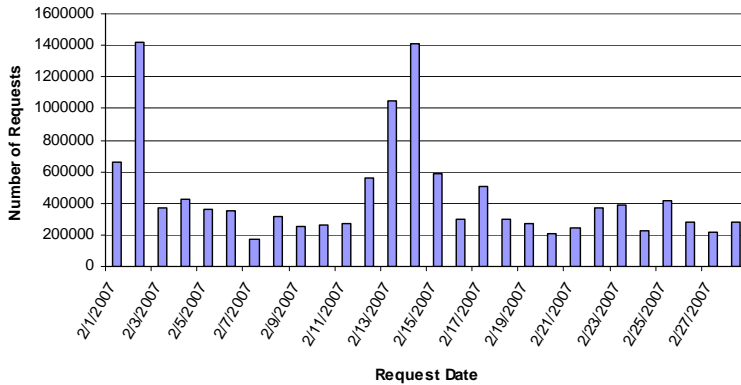
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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

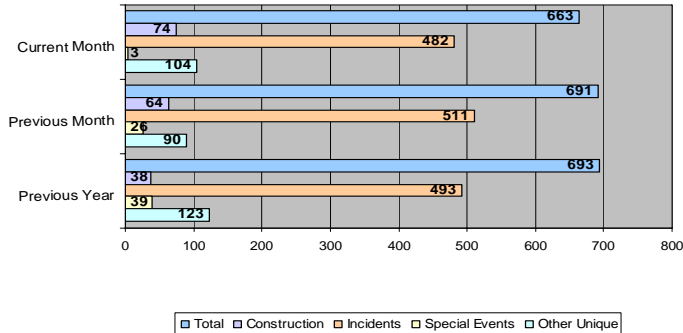
Website Activity



Top 5 DMS with Unique Messages

1. I-94 EB at Second
2. I-375 NB at Gratiot
3. M-10 NB at Porter
4. I-94 WB at Burns
5. I-94 EB at Central

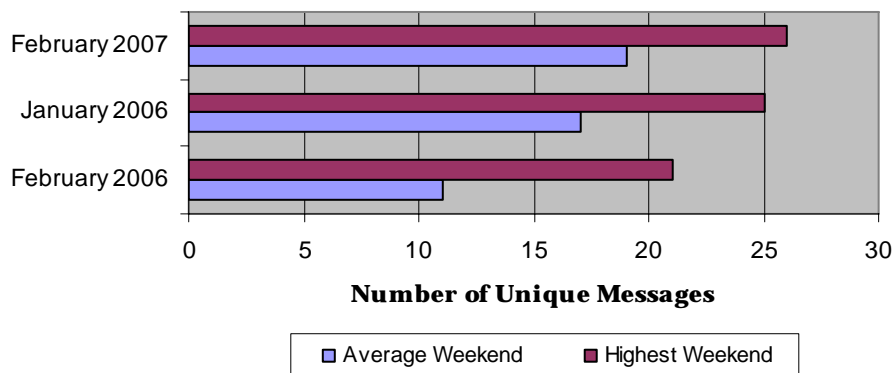
Unique DMS Messages by Type



Incident Communication Accuracy

Weekend DMS Snapshot Review	Feb 2007	Jan 2007	Feb 2006
All Incident Messages	100.0%	100.0%	100.0%
High Impact DMS Messages	Feb 2007	Jan 2007	Feb 2006
All High Impact Messages	95.9%	96.5%	96.4%
Freeway Closure Messages	100.0%	100.0%	100.0%
Lane Closure Messages	94.9%	94.9%	95.2%
Ramp Closure Messages	100.0%	100.0%	100.0%
Other Communication	Feb 2007	Jan 2007	Feb 2006
Advisory Text-Messages	93.9%	94.7%	91.1%
Website Incident Postings	98.0%	94.7%	100.0%

Weekend Construction DMS Message Activity



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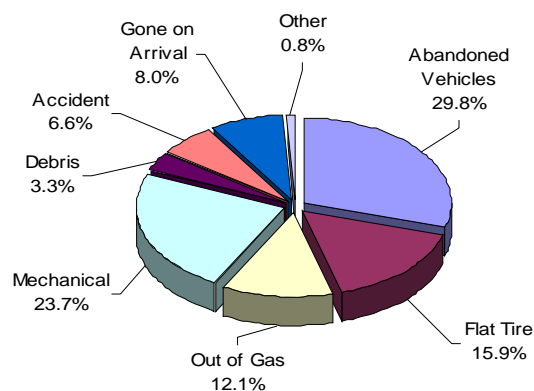
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FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

Assist Type

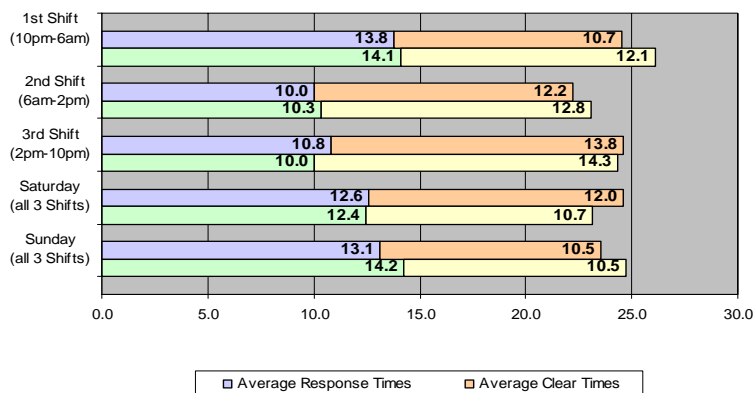


Total Number of Incidents: 4060

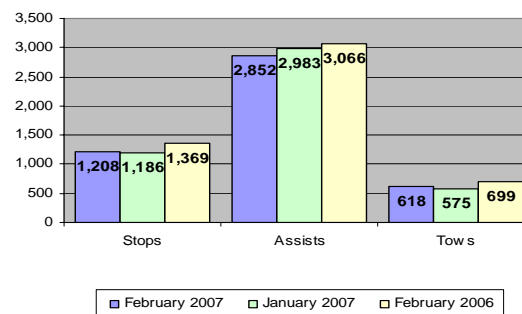
Motorist Quote of the Month

"I just want to say thank you to my angel sent down from heaven, Jerry and the Freeway Courtesy patrol." This is an excellent service that is so needed by many people. I was broke down on I-94, I had no road service, no cash or credit card on me. Jerry provided me with excellent service and I am very happy he was there.

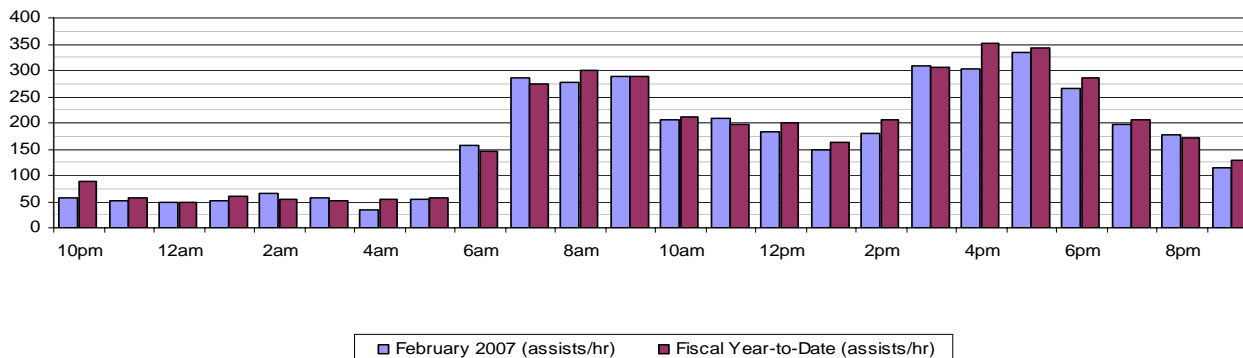
FCP Average Service Times



History of Key FCP Activities



FCP Assists by Time of Day



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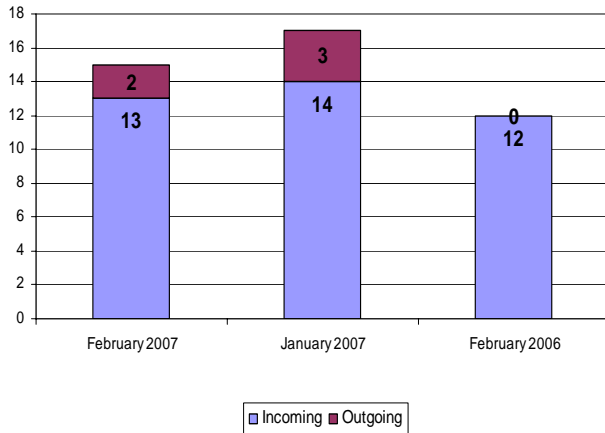


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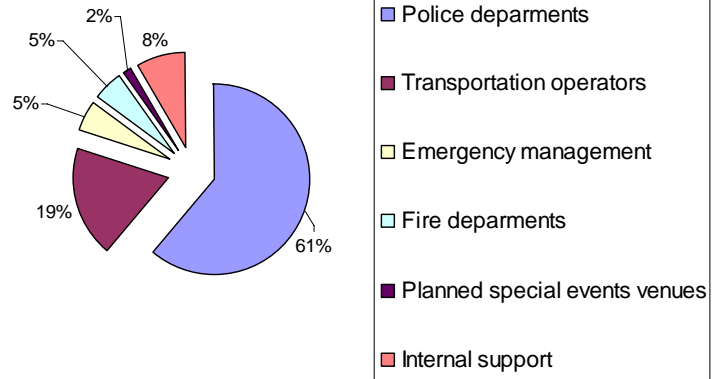
February 2007

TRAFFIC INCIDENT MANAGEMENT

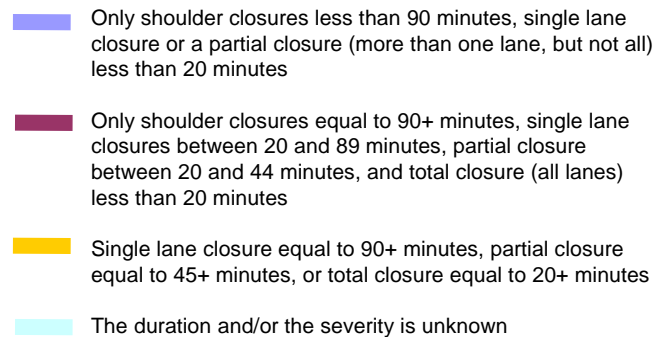
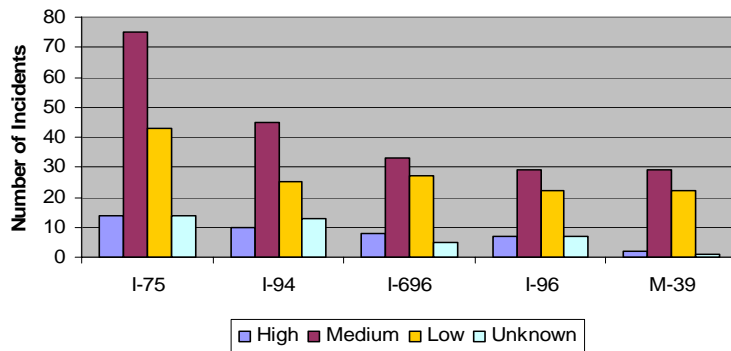
Local Police Department Calls



Video Users

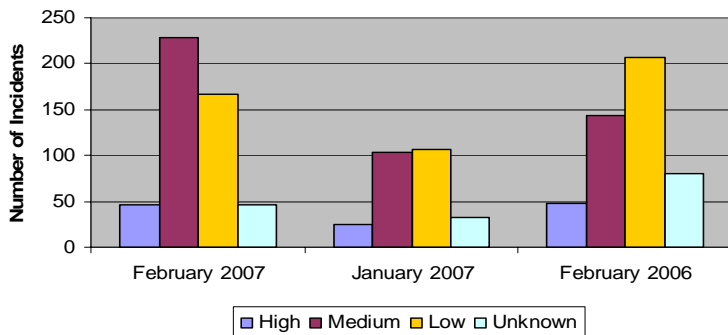


Severity/Duration by Top Five Freeways

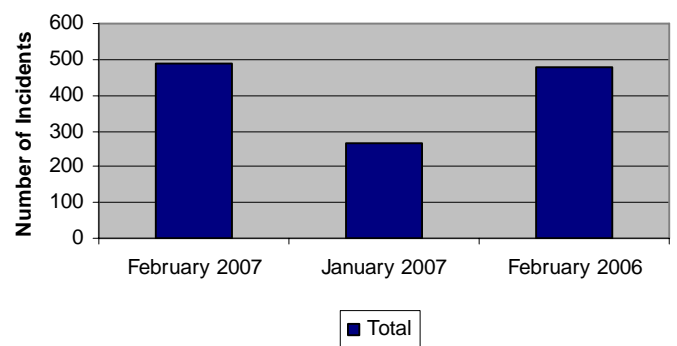


This data reflects the last lane affected prior to the incident being completely cleared

Total Incident Severity/Duration by Month



Total Number of Incidents



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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area



0 - 5.9 (assists/mile)
6 - 10.9 (assists/mile)
11 - 16.9 (assists/mile)
17 & greater (assists/mile)

Freeway	Segment	COVERAGE	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
		(miles)	February 2007	Fiscal YTD Avg.	February 2007	Fiscal YTD Avg.	February 2007	Fiscal YTD Avg.	February 2007	Fiscal YTD Avg.
I-75		87.6	1106	1130	12.6	12.9	10.5	11.2	13.1	13.2
	Oak. Co. Line to I-696	37.0	412	398	11.1	10.8	14.6	15.1	12.8	12.6
	I-696 to I-94	8.0	278	287	34.8	35.8	7.7	8.3	13.2	15.1
	I-94 to I-96	5.6	95	103	17.0	18.3	9.6	10.0	13.5	13.3
	I-96 to I-275	37.0	321	343	8.7	9.3	11.0	11.7	13.5	12.1
I-94		60.7	1035	1019	17.1	16.8	10.7	10.8	11.8	12.3
	Wash. Co line to M-39	20.7	313	316	15.1	15.3	12.1	11.6	12.8	13.1
	M-39 to I-75	9.0	279	265	31.0	29.4	10.1	10.5	11.8	12.3
	I-75 to I-696	10.0	288	271	28.8	27.1	10.2	9.8	12.2	12.5
	I-696 to St. Clair Co. Line	21.0	155	168	7.4	8.0	9.8	12.6	9.2	10.3
I-96		34.0	674	620	19.8	18.2	12.4	11.6	13.2	13.1
Liv. Co. Line to I-275/I-696		11.0	158	153	14.4	13.9	12.1	13.2	13.9	14.9
	I-275/M-14 to M-39	12.0	202	199	16.8	16.6	13.1	11.3	13.0	13.0
	M-39 to I-75	11.0	314	268	28.5	24.4	11.9	10.8	13.0	12.2
I-275		37.5	336	376	9.0	10.0	12.7	11.3	11.0	13.4
	I-96/696 to M-14/I-96	8.0	128	138	16.0	17.3	12.6	10.4	12.4	13.7
	M-14/I-96 to I-94	12.0	147	166	12.3	13.8	12.1	11.5	10.1	13.5
	I-94 to I-75	17.5	61	72	3.5	4.1	15.2	13.5	10.3	12.6
I-375		1.2	22	11	18.3	8.8	9.7	9.9	13.2	13.7
I-696 (Reuther)		28.7	454	465	15.8	16.2	10.7	10.2	12.3	13.1
	I-96/I-275 to M-10	9.3	131	137	14.1	14.7	11.8	12.2	11.1	12.1
	M-10 to I-75	9.0	174	155	19.3	17.2	10.6	9.3	13.5	14.6
	I-75 to I-94	10.4	149	173	14.3	16.7	10.0	9.7	12.0	12.4
M-5 (Grand River)		10.3	37	53	3.6	5.1	8.2	10.1	13.9	14.6
M-8 (Davison)		2.2	46	50	20.9	22.8	10.2	7.9	13.0	12.7
M-10 (Lodge)		17.9	91	294	5.1	16.4	10.6	10.6	10.9	13.0
M-14		6.4	48	38	7.5	5.9	11.6	13.5	10.3	11.7
M-39 (Southfield)		14.2	211	196	14.9	13.8	10.6	11.9	16.2	15.1
	Total	300.7	7,665	7,861						

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	ATMS Incident Log - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	ATMS Incident Log - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	Monthly Closure QC - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	Web Site Database - Automated data collection site of MITSC incident management activities.
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	Daily DMS Activity Log - Automated 15 Minute snapshots of daily DMS messaging.
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	Monthly Closure QC - QC of email advisory notifications sent for major incidents. Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week High Impact Message QC - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	Daily DMS Message QC - QC of DMS message snapshots system wide 7 times per day, 3 days per week
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.

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Local Police Calls	Displays incoming and outgoing local police calls.	Call Log Database - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
Video Monitor Users	Displays the distribution of video monitor users by user type for the current month.	Web Site Database - Automated data collection site of MITSC incident management activities.
Severity and Duration	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	ATMS Incident Log - Manually entered information by the operator.
Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	FCP Call Card Database - Data cards filled out by the freeway courtesy patrol at each incident.